WORKFLOW FAILURE AND RECOVERY REVIEW / ILLUSTRATIVE CASE

How should a team recover an interrupted transfer?

The management decision

People need to know what was saved before they restart a job. Agree a recovery check that accounts for the full file, including items saved without a confirmation.

When a scheduled transfer fails partway through, restarting it can leave missing entries or create duplicates. Staff may spend longer fixing those errors than they spend restoring the job. This review helps the people who run the process agree how to detect an interruption, check where it stopped and recover it safely. Knowing what was processed also helps staff explain delays to the people waiting for the result.

Worked example

A job stops after saving 180 of 240 records. There are 60 to account for. Restarting the entire batch could repeat the first 180, so the operator checks the receiving system before choosing what to resend.

Example figure	What it represents
240	Records sent
180	Records saved
60	Records to account for

What changes the answer

Suppose ten more records were saved but their confirmation never reached the sender. Only 50 need posting. Match individual record references to distinguish missing confirmations from missing data.

Workflow failure and recovery review

What to commission

Review one interrupted scheduled transfer and trace the records processed before and after the interruption.

We trace what reached the receiving system, what remained in the queue and where people had to make a judgement. We use that evidence to propose useful alerts and assign responsibilities for checking the final counts.

How to judge the result

The operator can explain which records to recover, how to identify a repeat and how the final totals will be checked.

Measure both the time to restore the process and the correction work afterwards. A quick restart that creates duplicate entries can extend the real disruption.

Decision worksheet

Project detail	Starting point for your team
Decision owner	Service operations manager. Name the person who will approve the next step.
Records to gather	One failing process, a recent run history and the steps staff use to recover it.
Agreed output	A failure analysis, a recovery checklist and proposed alerts with named response roles.
Decision date	Record the deadline, any unresolved assumption and who will confirm it.

Discuss this case

Tell us which process failed and what staff could see immediately afterwards. Identify the report, invoice run or downstream work that was affected. If recovery depends on one person, mention that in the first message so we can discuss an appropriate review.

Email info@oxetc.co.uk and mention IT-07. All figures in the worked example are illustrative.